

The Castleton – Guest Guidance on Covid-19

We look forward to welcoming you to The Castleton. To enable us to reopen our B and B we are required to put in place some additional safety measures.

We hope that you will feel comfortable and safe whilst staying with us and we will do our very best to ensure that you have a wonderful time.

During your stay

If you or anyone in your household (who lives with you) has had symptoms, either a continuous cough, a temperature or loss of taste or smell, in the past 14 days, please advise us so that your reservation can be modified to another date or cancelled. No charge will be made if your booking needs to be cancelled in these circumstances.

Please sanitise your hands with the sanitiser provided each time you use the front door or touch any communal surfaces. We also ask guests to wash their hands thoroughly and frequently throughout their stay.

We are mindful that it is still safer to maintain a social distance of 2m and we urge you to continue social distancing whilst visiting The Castleton, and in and around Swanage. We understand that the government will review this in June 2021.

We expect that mixing indoors will be restricted by the rule of 6 or two households and this will apply from 17th May 2021. We request that all guests observe this until there is a lifting of these restrictions.

Currently, all guests and staff are expected to wear a mask or face covering in communal areas. Guests do not need to wear a mask while seated at a table to eat or drink.

Check in/out and payment

We are keen to greet you here at The Castleton and will do so at a safe distance. For your safety, please use the hand sanitiser at the front door.

When checking out please place your keys in the tray in the hall so they can be sanitised.

We will request that payment is made by a link sent to your email. However, if you would prefer to use our card machine, we will maintain social distance and ask you to place the card in the machine.

To ensure that we are cleaning and sanitising rooms to the required standard, we do urge that guests check out by 10.45am. It is also unlikely that we will be able to offer check-in before 4pm. However, we will do our best to accommodate an earlier check-in if you are travelling by public transport. Please contact us if you require an earlier check-in.

Breakfast

Please fill in a breakfast order form in your room and leave this on the hall table before 7am. During the Coronavirus crisis we need to stagger breakfast times to ensure a safe distance between occupied tables in the dining room. We ask guests to stick to their allotted breakfast time slot to reduce risk. You will be served at your table and please note that staff will wear a mask to minimise any risk. We will do our best to accommodate your preferred breakfast time. Please also inform us of any allergies or intolerances to ensure we can cater for your dietary needs.

Cleaning of rooms

Rooms will be prepared by staff who have had no symptoms of Covid-19 in the past 14 days (including members of their household). Additional cleaning routines are in place for changeovers. During your stay we will not service your room daily, as would normally happen. To replenish items you need, such as hot drink supplies, shower gel, toilet paper, fresh towels etc., please complete a daily tick list (found in your room) and place it in the tray on the hall table during the morning.

If you would like to have any rubbish removed, please use a black sack and tie securely (these can be found in your wardrobe). You will also find replacement white bin liners in the wardrobe. Please leave outside your room before midday. Please do not put any liquids in the black sacks. For longer stays, we will offer a change of bedding and room cleaning.

Laundry

If you require a change of towels during your stay, please complete the checklist and leave this on the hall table by the front door. We would also appreciate any towels that need changing being placed in a black sack (please find these in your wardrobe) and please place the black sack outside of your room.

Contracting symptoms during your stay

If a member of your party contracts symptoms of Covid-19 during your stay, you will be asked to leave to minimise the spread of infection. If your symptoms are more serious (breathing difficulties) please tell us straight away so that we can seek emergency medical attention.

If you have to leave early due to illness we will attempt to arrange another stay for the remaining time of your reservation or reduce the cost of your stay accordingly.

Emergencies

For any emergencies, day or night, please contact us on 01929 423972 or 07754 969143.

If, having read these guidelines, you feel that you would prefer to cancel your booking, please contact us so that we can rearrange your booking or refund any deposit paid. We would urge you to do so as soon as possible so that we can offer the room to other guests.

Fire safety

Please read the fire safety information in your room and please advise if you would not be able to hear a fire alarm.

If you have any questions relating to this guidance, please contact us.

We are so looking forward to welcoming you here in our first season and appreciate your patience during these challenging times.

This information will reviewed on a regular basis and will be updated if Public Health guidelines change.